



Eastern Band of Cherokee Indians Job Description

Position ID Number:	900316011	Last Revised:	08/19/2020
Position Title:	Food Delivery Services Supervisor	Department:	Tribal Foods Distribution
Reports to:	Tribal Food Distribution Representative	Division:	Public Health & Human Services

Primary Function: The essential function of the position within the organization is to coordinate tailgate deliveries, assist with home deliveries and oversee all tailgate activities and operations on site. In addition, this position will determine eligibility of community members for program services, to conduct face-to-face interviews and inform participants of program and community resources, and to help them achieve self-sufficiency. The position is responsible for providing services to participants to determine eligibility, and maintaining ongoing cases for social service programs, specifically the Tribal Food Distribution Program.

The position will oversee daily warehouse operations and coordinate the monthly activities such as: maintenance and inspections including preventative maintenance contracts, food delivery, assist Tribal Food Distribution Program Manager with food ordering, conduct the daily distribution of foods, monitor inventory levels and maintain equipment.

Job Duties and Responsibilities:

- Ability to conduct all duties as outlined in the Stock Clerk Job Description.
- Direct all tailgate deliveries to Cherokee County in Murphy, NC and to the Snowbird Community in Graham County, NC.
- Facilitate pre-orders for delivery of food package in collaboration with other Tribal Programs, such as Family Support Services, Home Health, Family Safety and Community Health among others.
- Increase access for most vulnerable community members, the elderly, those with disabilities, health/illness/hospital, homebound and lack of transportation through overseeing continued development of home delivery services.
- Develop monthly list of available food items for tailgate site. Determine amount of each food item to take based on numbers of participants in each county. Ensures that the correct food and amount is on transport vehicle for tailgate delivery.
- Will ensure safety objectives are adhered to at all times by program staff including but not limited to daily warehouse operations, vehicle inspections, safety inspections, loading practices of transportation vehicles and Personal Protective Equipment (PPE).
- Will ensure foods that are not distributed during tailgate deliveries are properly restocked and accounted for accurately in the warehouse inventory. Ensures tailgate vehicles are properly maintained and serviced regularly.
- Conducts interviews with applicants for and recipients of one or more aids to assist them in the completion and clarification of the prescribed application and declaration forms upon which eligibility decisions are based. Elicits pertinent information concerning such items as income, other resources, and financial obligations from applicants and recipients.

- Obtains any required signatures; reviews applications and declaration for completeness and consistency. May further assist applicants and recipients to obtain additional information and to resolve discrepancies in the applications and declarations by telephone, correspondence, or in person; learns record information for case records.
- Performs other duties as assigned.
 - Is available to work as directed my management in the event of a Public Health Emergency or disaster, may be reassigned duties as necessary.

Education /Experience:

- An Associate’s degree from an accredited college or university OR four years’ experience performing clerical duties, eligibility for loans, financial assistance, unemployment veterans benefits, publicly or privately funded health services, counseling, or social services. Previous warehouse experience preferred. Must have a valid, unrestricted North Carolina driver’s license. Must be willing to obtain a CDL Class B NC License to be able to drive program vehicles within 90 days of employment. Must become CPR and First Aid Certified within 90 days of employment. Six to twelve months necessary to become proficient in most aspects of position.

Job Knowledge:

Working knowledge of warehouse procedures. Standard office practices and procedures. A basic understanding of the general goals of public social service agencies. Laws, rules and regulations necessary to make eligibility and grant determinations for the program. Fundamental aspects of human behavior and the general goals of public welfare agencies.

Complexity of Duties:

Interviewing and recordkeeping techniques and standard office procedures. Ability to operate a forklift and drive commercial vehicles . Use of calculator, computer and other office equipment. Read, understand and follow complex rules, regulations, policies and memos. Make accurate arithmetic computations. Communicate with others from diverse socioeconomic and cultural backgrounds.

Duties involve planning, scheduling, thinking ahead, analyzing and interpreting income guideline, federal regulations, and multi-tasking. Employee must be able to read, and comprehend laws and regulations and apply judgment and decision making principles. Must be able to interpret eligibility standards and understand how to make appropriate referral. Must be a leader by example for all warehouse staff. Must be able to guide and direct warehouse staff and tailgate staff as needed.

Contact with Others:

Employee will be providing services to the Cherokee community and partnering agencies and stakeholders. Must have a service attitude, exhibit pleasant and professional demeanor at all times and treat customers unconditionally. Represents the PHHS Division and the EBCI during working hours and while off duty.

Confidential Data:

Employee will be subject to all HIPPA and Tribal confidentiality laws and regulations. Employee will have access to personal income information of customers and must maintain integrity, honesty, and confidentiality at all times. Employee must avoid all opportunities to disclose information inappropriately.

Mental / Visual / Physical Effort:

Ability to lift a minimum of 50 pounds properly. Work is sedentary at times and physically active at other times but involves focused, concentrated documentation and interpretation. Physical activity may include: walking, standing, bending, carrying of light items such as papers, books, small parts, driving an automobile, and use of a personal computer to accomplish work objectives. Mental demands and normal stress regarding achieving work deadlines are present.

Environment: Work environment involves normal, everyday discomforts or unpleasantness. Can be indoors at the Cherokee Food Distribution Facility or inside a tailgate location or have to complete the tailgate outside in adverse weather conditions. Work area has adequate light, heat, and ventilation; environment is organized and stable. No significant hazards to employee. At times a hard hat must be worn if in certain areas of the warehouse. Sanitary food handling is an absolute must when working with distribution of foods to the community. May be necessary for the employee to make home visits to assist applicants.

Supervision Received: Work is performed under the general supervision of the Tribal Commodities Distribution Representative, and is reviewed through conferences and periodic performance appraisals.

Responsibility for Accuracy: This position deals with verification of income; all data entry, interviews, and documentation must be precise as it has the potential to affect the eligibility for children and families. A high attention to detail is required to ensure accurate inventory levels are maintained and safety records/inspections are conducted in accordance with Federal guidelines and policies and procedures.

Scope of Supervision: This position will be responsible for supervising four or more staff members (stock clerks), including ensuring safety of all staff while working on or off-site.